

AUS920030326US1

10/606,683

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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NOV 26 2007

In re Application of:

Hughes, et al.

Serial No.:

10/606,683

Filing Date:

June 26, 2003

Group Art Unit:

2645

Examiner:

Gerald Gauthier

For:

METHOD FOR PERSONALIZING

COMPUTERIZED CUSTOMER SERVICE

Mail Stop Amendment

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Sir:

Responsive to the Office Action of July 25, 2007 please consider the following arguments advanced in the above-identified application.

There are no further amendments to the Claims as reflected in the listing of Claims which begins on page 2 of this paper.

Remarks / Arguments begin on page 6 of this paper.

Response to July 25, 2007 Office Action

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November 26, 2007**